GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:1983
ANSWERED ON:09.03.2015
AIRPORTS UNDER AAI
Ahmed Shri Sultan

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the Airports Authority of India (AAI) has been successful to provide quality service in the airports managed by itself across the country;

(b) if so, the details thereof; and

(c) if not, the action taken by the Government in this regard?

Answer

Minister of State in the Ministry of CIVIL AVIATION (Dr Mahesh Sharma)

(a) to (c) : Yes, Madam. Airports Authority of India (AAI) has been successful in providing quality services in the airports. In the recent quarterly Airport Service Quality (ASQ) Survey carried out by Airports Council International (ACI) at 11 major AAI airports, AAI has achieved an average score of 4.35 (on 5 point scale) as against the world average of 4.11. So also, in the 6 monthly Customer Satisfaction Survey carried out for July-Dec.2014 in 53 airports by the independent agency, AAI has scored an average score of 4.23 on 5 point scale.

The AAI airports at Kolkata and Ahmedabad have received ACI-ASQ survey awards in the Best Improvement Category in Asia Pacific Region and the Best airport by size (2-5 million pax per year) respectively for the year 2014.